

Independent Living



“Providing homes where
people want to live and
choose to stay.”

Independent Living

The Service

Housing Pendle is committed to helping the older and disabled people live good quality and independent lives. We help customers and their families remain in their homes by working in partnership with outside agencies, to assess individual needs and by providing suitable adaptations where possible and practicable.

All minor adaptation works under £500 will be passed by Social Services to Pendle Homecare and Repair to complete. This usually includes grabrails, step alterations, handrails, toilet plinths etc.

Other adaptation works over £500 will include level access showers, wetrooms, ramps, ceiling hoists, etc.

Stairlift and major adaptation referrals will be forwarded to Pendle Council for a Disabled Facilities Grant.

When Housing Pendle receives referrals for Adaptations from Social Services;

We will acknowledge the receipt to you within 10 working days.

Your referral will be reviewed in accordance with our policy.

We will contact you at quarterly intervals to keep you informed regarding the progress of your adaptation.

The Occupational Therapist will recommend your referral as either urgent or routine.

If your referral is marked as urgent

The recommendations will be reviewed and you will be visited, assessed and a detailed decision will be issued within 20 working days.

If the work is approved, the works will be completed within 2 months in most circumstances

If your referral is marked as routine

The recommendations will be reviewed and you will be visited, assessed and a detailed decision issued in 40 working days.

If the work is approved, the works will be completed within 6 months in most circumstances.

If improvement works are to be carried out to your property within the next 12 months, then we would try to include your routine adaptation within this programme.

When the works are approved,

You will be offered an appointment so that you know when to expect a workman to arrive.

You will be notified and an alternative appointment arranged if we or the Contractor is unable to keep an appointment for an unforeseen reason.

You will be given a choice where possible eg. tile colour

You will be advised on the time it takes to do the work

The works will be completed within timescales (where possible)

Level Access showers/wetrooms - 14 days

Kitchen 10 days

Ramps/external works will be dependent on weather conditions

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When the Contractor is working in your home he will

- Introduce himself and carry identification
- Not leave your front/rear door open unnecessarily
- Be polite and courteous
- Not smoke, not use inappropriate language or play loud music
- Treat your home and possessions with respect
- Provide dust sheets where necessary and clear rubbish away every day
- Not use your telephone or toilet/bathroom
- Not leave tools or possessions in your home overnight
- Leave your property clean and tidy when they have finished
- Keep your home safe and secure where applicable
- Complete the works as quickly as possible with minimum disturbance
- Provide you with an emergency telephone number whilst the works are being carried out.
- Once the adaptation work is completed you will be asked to complete a customer satisfaction form. This will only take a few minutes of your time to fill in. Customer satisfaction is very important to us, and your comments help us to continually improve the service we provide to you.
- We will report customer satisfaction quarterly.

Sometimes your home is unsuitable for the adaptation works to be completed and your needs can not be fully met, we would then discuss what alternatives are available including the possibility of moving to a more suitable property.

We can offer the following package

A £200 moving-in payment to subsidise the cost of the move.

Up to £250 towards the purchase and fitting of carpets throughout your new home.

Payment of removal costs up to £300

If your new home requires decorating, we will decorate two rooms.

If you are unhappy with the work then please tell the member of staff you have been dealing with and we will try to put it right. If you are still unhappy then ask to speak to a manager. If you cannot resolve the issue, use the Housing Pendle Official Complaints Procedure to make a formal complaint.

Housing Pendle is committed to giving an equal services to everyone, This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

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For further information...

Tel: 01282 873 700

Email:

customer.support@housingpendle.co.uk

On request, we can provide this leaflet:

- in large print within 7 calendar days
- on audio CD or in Braille within 14 calendar days
- translated into any language, by telephone interpreter within 1 hour or written translation within 21 calendar days

If you would like information in another language or format, please ask us.

Urdu

دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔
یہ دستاویز اگر آپ کو کسی

Punjabi

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Polish

Jeżeli chciałoby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Lithuanian

Jei norėtumėte gauti informaciją kita kalba ar formatu, kreipkitės į mus.